Claims

1. A method of computer analysis of computer generated communications comprising:

collecting at least one computer generated communication produced by or received by an author;

parsing the collected at least one computer generated communication to identify categories of information therein;

processing the categories of information with at least one analysis to quantify at least one type of information in each category; and

generating an output communication when a difference between the quantification of at least one type of information for at least one category and a reference for the at least one category is detected involving a psychological state of the author to which a responsive action should be taken with content of the output communication and the at least one category being programmable to define a psychological state in response to which an action should be taken and what the action is to be taken in response to the defined psychological state.

2. A method in accordance with claim 1 wherein:

a plurality of computer generated communications generated over a period of time are collected, parsed and processed to generate the reference of the at least one type of information for each category;

collecting, parsing and processing a more recent
computer generated communication to quantify the at least one
type of information therein for each category; and

generating the output communication when the
difference between the reference of at least one category and
the quantification of the current computer generated
communication for at least one category is detected involving a
psychological state of the author to which the responsive
action should be taken.

3. A method in accordance with claim 1 wherein:
only one computer generated communication is
collected, parsed and processed.

4. A method in accordance with claim 1 wherein:
the output communication indicates that the author
should be studied.

5. A method in accordance with claim 2 wherein:
the output communication indicates that the author
should be studied.

6. A method in accordance with claim 3 wherein:
the output communication pertains to a further
investigation to be taken regarding the author.

7. A method in accordance with claim 1 wherein:

a plurality of analyses are used to process the categories of information.

8. A method in accordance with claim 7 wherein:

the plurality of analyses comprise a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes characteristics of the at least one computer generated communication to identify a psychological state and/or at least one possible action of the author.

9. A method in accordance with claim 2 wherein:

a plurality of analyses are used to process the categories of information.

10. A method in accordance with claim 9 wherein:

the plurality of analyses comprise a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and

at least one message characteristic algorithm which analyzes characteristics of the at least one computer generated communication to identify a psychological state and/or at least one possible action of the author.

11. A method in accordance with claim 3 wherein:

a plurality of analyses are used to process the categories of information.

12. A method in accordance with claim 11 wherein:

the plurality of analyses comprise a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes characteristics of the at least one computer generated communication to identify a psychological state and/or at least one possible action of the author.

13. A method in accordance with claim 4 wherein:

a plurality of analyses are used to process the categories of information.

14. A method in accordance with claim 13 wherein:

the plurality of analyses comprise a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes characteristics of the at least one computer generated communication to identify a psychological state and/or at least one possible action of the author.

15. A method in accordance with claim 5 wherein:

a plurality of analyses are used to process the categories of information.

16. A method in accordance with claim 15 wherein:

the plurality of analyses comprise a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes characteristics of the at least one computer generated communication to identify a psychological state and/or at least one possible action of the author.

17. A method in accordance with claim 6 wherein:

a plurality of analyses are used to process the categories of information.

18. A method in accordance with claim 17 wherein:

the plurality of analyses comprise a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes characteristics of the at least one computer generated communication to identify a psychological state and/or at least one possible action of the author.

19. A method in accordance with claim 1 wherein:

the at least one analysis comprises at least one of a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes the computer generated communication related to the psychological state and/or at least one possible action of the author.

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20. A method in accordance with claim 2 wherein:

the at least one analysis comprises at least one of a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes characteristics of the computer generated communication related to identify a psychological state and/or at least one possible action of the author.

21. A method in accordance with claim 3 wherein:

the at least one analysis comprises at least one of a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes the computer generated communication related to the psychological state and/or at least one possible action of the author.

22. A method in accordance with claim 4 wherein:

the at least one analysis comprises at least one of a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes the computer generated communication related to the psychological state and/or at least one possible action of the author.

23. A method in accordance with claim 5 wherein:

the at least one analysis comprises at least one of a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes the computer generated communication related to the psychological state and/or at least one possible action of the author.

24. A method in accordance with claim 6 wherein:

the at least one analysis comprises at least one of a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes the computer generated communication related to the psychological state and/or at least one possible action of the author.

25. A method in accordance with claim 4 wherein:

the at least one computer generated communication is collected by an organization to which the author is affiliated; and

the output communication is present on a system of the organization and is directed to or from the organization.

26. A method in accordance with claim 5 wherein:

the at least one computer generated communication is collected by an organization to which the author is affiliated; and

the output communication is present on a system of the organization and is directed to or from the organization.

27.   A method in accordance with claim 6 wherein:

the at least one computer generated communication is collected by an organization to which the author is affiliated; and

the output communication is present on a system of the organization and is directed to or from the organization.

28.   A method in accordance with claim 25 wherein:

each reference is set by the organization.

29.   A method in accordance with claim 26 wherein:

each reference is set by the organization.

30.   A method in accordance with claim 27 wherein:

each reference is set by the organization.

31.   A method in accordance with claim 3 wherein:

the only one computer generated communication is collected by an organization to which the author is affiliated; and

the output communication is directed to the organization and pertains to further action to be taken regarding the author.

32.   A method in accordance with claim 31 wherein:

      each reference is static and is indicative that a psychological state of the author is of concern to the organization.

33.   A method in accordance with claim 1 wherein:

      the collected at least one computer generated communication is email.

34.   A method in accordance with claim 1 wherein:

      the collected at least one computer generated communication is chat from a chat room.

35.   A method in accordance with claim 1 wherein:

      the collected at least one generated communication is web site information collected from a web site.

36.   A method in accordance with claim 1 wherein:

      the output communication assesses a risk posed by the author based upon the at least one computer generated communication produced or received by the author.

37. A method in accordance with claim 36 wherein:

the author is affiliated with an organization; and

the communication pertains to a course of action to be taken by the organization which collected the at least one computer generated communication authored or received by the author.

38. A method in accordance with claim 37 wherein:

the course of action is that the author be further assessed and counseled regarding the psychological state represented in the at least one computer generated communication.

39. A method in accordance with claim 19 wherein:

the output communication is about the author; and

the output communication is generated in response to processing of the reference for the at least one psychological profiling algorithm and the quantification produced by the psychological profiling algorithm.

40. A method in accordance with claim 19 wherein:

the output communication is about the author; and

the output communication is generated in response to processing of the reference for the at least one key word algorithm and the quantification produced by the at least one key word algorithm.

41. A method in accordance with claim 19 wherein:

the output communication is about the author; and

the output communication is generated in response to a comparison of the reference for the at least one message characteristic algorithm and the quantification produced by the at least one message characteristic algorithm.

42. A method in accordance with claim 1 wherein:

the output communication regards at least one of a psychological state of the author represented in the at least one computer generated communication and an investigation of the psychological state of the author represented by the at least one computer generated communication.

43. A method in accordance with claim 2 wherein:

the output communication regards at least one of a psychological state of the author represented in the at least one computer generated communication and an investigation of the psychological state of the author represented by the at least one computer generated communication.

44. A method in accordance with claim 3 wherein:

the output communication regards at least one of a psychological state of the author represented in the at least one computer generated communication and an investigation of the psychological state of the author represented by the at least one computer generated communication.

45. A method in accordance with claim 19 wherein the at least one psychological profiling algorithm quantifies at least one of:

words written in bold face, italics, profanity or email symbols in an alert phrase.

46. A method in accordance with claim 19 wherein the at least one psychological profiling algorithm quantifies the following words, phrases, or subjects:

I, we, me negatives, quantifiers, retractors, direct references, explainers, expressions of feeling, evaluators, adverbial intensifiers, rhetorical questions, interruptions, interrogatives and imperatives.

47. A method in accordance with claim 46 wherein:

the at least one psychological profiling algorithm produces an assessment of a psychological state of the author.

48. A method in accordance with claim 47 wherein:

the psychological state of the author is at least one of anger, anxiety, depression, emotional withdrawal, lack of flexibility, impulsiveness and emotional stability.

49. A method in accordance with claim 46 wherein:

the at least one psychological profiling algorithm provides an interpretation of the psychological state and/or risk of at least one of the words, phrases and subjects represented by the at least one computer generated communication.

50. A method in accordance with claim 46 wherein:

the at least one psychological profiling algorithm provides an interpretation of the psychological state and/or risk of at least one combination of at least one of the words, phrases or subjects represented by the at least one computer generated communication.

51. A method in accordance with claim 19 wherein:

the at least one key word algorithm quantifies phrases and/or threatening acts to identify a psychological state.

52. A method in accordance with claim 51 wherein:

the phrases and/or threatening acts involve at least one of anger, grief, threats, or accusations.

53.   A method in accordance with claim 50 wherein the at least one key word algorithm provides information regarding at least one of:

employee attitude, actions toward individuals, at least one organization and at least one organizational interest.

54.   A method in accordance with claim 46 wherein the characteristics include at least one of the following information about the at least one computer generated communication:

number of words, time of day, writing time, number of words per minute, recipient, spelling errors, grammatical errors, words per sentence, and communication rate in terms of at least one of a number of computer generated communications per hour or day.

55.   A method in accordance with claim 1 wherein:

the output communication is used to alter the at least one compute generated communication.

56.   A method in accordance with claim 55 wherein:

the author uses the output communication to alter the at least one computer generated communication.

57. A method in accordance with claim 56 wherein:

the altering of the at least one computer generated communication modifies a psychological state reflected in the at least one computer generated communication in a manner desired by the author.

58. A method in accordance with claim 3 wherein:

the output communication is used to alter the at least one computer generated communication.

59. A method in accordance with claim 58 wherein:

the author uses the output communication to alter the at least one computer generated communication.

60. A method in accordance with claim 59 wherein:

the altering of the at least one computer generated communication modifies a psychological state reflected in the at least one computer generated communication in a manner desired by the author.

61. A method in accordance with claim 1 wherein:

the category involving a psychological state is a change in psychological state.

62. A system which provides computer analysis of computer generated communications comprising:

a computer system having at least one processor, a database coupled to the at least one processor and an input which collects at least one computer generated communication produced by or received by an author;

a parser, executed by the at least one processor, which parses the collected at least one computer generated communication to identify categories of information therein;

the at least one processor performs at least one analysis of one of the categories of information to quantify at least one type of information in each category which is stored in the database; and

the at least one processor generates an output communication when a difference between the quantification of at least one type of information for at least one category and a reference for the at least one category is detected involving a psychological state of the author to which a responsive action should be taken with content of the output communication and the at least one category being programmable to define a psychological state in response to which an action should be taken and what the action is to be taken in response to the defined psychological state.

63. A system as recited in claim 62 wherein:

the at least one analysis is at least one algorithm.

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64. A system in accordance with claim 63 wherein:

the at least one analysis comprises at least one of a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes the computer generated communication related to the psychological state and/or at least one possible action of the author.

65. A system as recited in claim 64 wherein:

a plurality of analyses are performed which are each algorithms; and

the plurality of analyses comprise a psychological profiling algorithm which provides an indication of a psychological state of the author, at least one key word algorithm which processes any phrases and/or threatening acts to further identify a psychological state of the author and how the author may react to the identified psychological state and at least one message characteristic algorithm which analyzes characteristics of the at least one computer generated communication to identify a psychological state and/or at least one possible action of the author.

66. A system as recited in claim 62 wherein:

the output communication is generated by the at least one processor by a report generator program which generates a report pertaining to the author.

67. A system in accordance with claim 62 wherein:

the input is coupled to a communication system of an organization to which the author is affiliated and which collects the at least one computer generated communication produced or received by the one author; and

the output communication is directed to the organization indicating that at least one of an investigation and corrective action should be considered relative to the author.

68. A system in accordance with claim 62 wherein:

the output communication is used to alter the at least one computer generated communication.

69. A system in accordance with claim 68 wherein:

the author uses the output communication to alter the at least one computer generated communication.

70. A system in accordance with claim 69 wherein:

the altering of the at least one computer generated communication modifies a psychological state reflected in the at least one computer generated communication in a manner desired by the author.